

DEPARTMENT OF DEVELOPMENTAL SERVICES

LICENSURE AND CERTIFICATION

DDS FOLLOW-UP REPORT

Provider	<u>The Guild for Human Services</u>	Provider Address	<u>521 Virginia Rd. , Concord</u>
Survey Team	<u>Rodriguez, Raquel; Hazelton, John; McCarthy, Patty;</u>	Date(s) of Review	<u>11-SEP-19 to 08-NOV-19</u>

Follow-up Scope and results :						
Service Grouping	Licensure level and duration	# Critical Indicators std. met/ std. rated at follow-up	# Indicators std. met/ std. rated at follow-up	Sanction status prior to Follow-up	Combined Results post-Follow-up; for Deferred, License level	Sanction status post Follow-up
Residential and Individual Home Supports 3 Locations 13 Audits	2 Year License	1/1	12/12	<input checked="" type="checkbox"/> Eligible for new business (Two Year License) <input type="checkbox"/> Ineligible for new business. (Deferred Status: Two year mid-cycle review License)	2 Year License with Mid-Cycle Review	<input checked="" type="checkbox"/> Eligible for New Business (80% or more std. met; no critical std. not met) <input type="checkbox"/> Ineligible for New Business (<=80% std met and/or more critical std. not met)

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Summary of Ratings

Residential and Individual Home Supports Areas Needing Improvement on Standard not met - Identified by DDS

Indicator #	L49
Indicator	Informed of human rights
Area Need Improvement	Human rights training for individuals and guardians did not include: 'know how to file a grievance or to whom they should talk if they have a concern.' The agency needs to ensure both individual and guardians need to be apprised of their rights to file a grievance or to whom they should talk if they have a concern.
Status at follow-up	
#met /# rated at followup	
Rating	Not Rated

Indicator #	L67
Indicator	Money mgmt. plan
Area Need Improvement	For two of seven individuals, money management plans did not contain all required components, and did not include teaching plans. Money management plans did not identify the amount of money the team agrees the individual is capable of managing independently, nor detail how the individual is assisted to manage and spend their funds. Training plans that promote growth and are designed to decrease the need for assistance over time were also not present.
Status at follow-up	
#met /# rated at followup	
Rating	Not Rated

Indicator #	L91
Indicator	Incident management
Area Need Improvement	At two out of six locations, incidents were not created in a timely manner. The agency needs to ensure incidents are reported in accordance with DDS regulatory requirements.
Status at follow-up	For all three locations surveyed, any occurrences meeting the criteria for incident reporting were reported via HCSIS within required timelines.

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#met /# rated at followup	3/3
Rating	Met

Administrative Areas Needing Improvement on Standard not met - Identified by DDS

Indicator #	L65
Indicator	Restraint report submit
Area Need Improvement	One of two restraints reviewed had not been created within three days of the occurrence. The agency needs to ensure that restraint reports are created within three days of the occurrence in accordance with DDS regulatory requirements.
Status at follow-up	Four of the five restraint reports generated during this review period were either submitted or finalized within the required timeframe.
#met /# rated at followup	4/5
Rating	Met